

# Maintenance Committee Structure



**Approved by the General Membership  
At the July General Meeting 2007**

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# 1. Maintenance Committee Description:

## Source of Authority:

1. Committee members are volunteers from Kinross Creek Housing Co-op
  2. The Committee is Accountable to the Board and General Membership
  3. The Board Liaison oversees the Committee
  4. The Committee elects the Chairperson annually
  5. The Committee reports to the Board and General Membership, and
  6. Committee Members may be removed by the Board or General Membership
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## Purpose:

The purpose of the Maintenance Committee is to ensure the maintenance and upkeep of co-op property over the life of the co-op.

## Duties and Responsibilities:

### Co-ordination/Implementation

1. Develop a plan to respond quickly and appropriately to maintenance emergencies.
2. Develop and implement an annual maintenance plan, including routine and preventative maintenance and special projects.
3. Co-ordinate maintenance works with outside tradespersons.
4. Delegate and co-ordinate volunteer tasks.

### Finance/Planning

1. Monitor maintenance operating, replacement reserve and capital expenses regularly.
2. Work with the Finance Committee and the Board to develop the draft annual maintenance and capital budgets for approval at a general meeting.
3. Develop and implement a long-term maintenance plan.

4. Review and make recommendations for revision to the co-op replacement reserve plan and other capital plans.

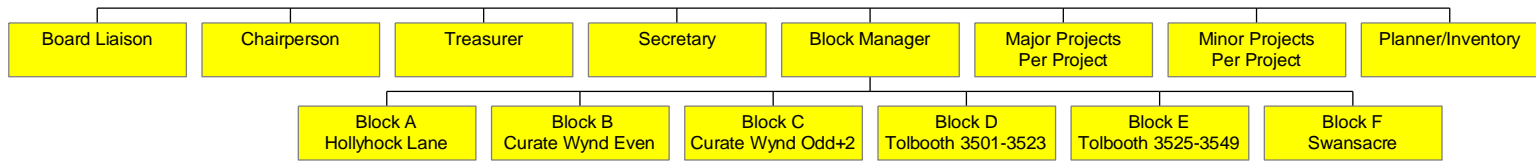
### Policy Implementation

1. Adhere to co-op policy, procedure and budget when purchasing, tendering, and issuing work orders, etc.
2. Review requests for improvements or alterations to units and make recommendations to the Board as required.
3. Administer maintenance related policies and make recommendations for revisions or new policies.

### Training

1. Provide training for maintenance committee members and educate members regarding co-op maintenance.
2. Keep confidential all applicants' and members' personal information, except where that information is required by a committee member, the Board or other committees to carry out their responsibilities.

# Maintenance Organizational Structure



### **3. Roles and Responsibilities:**

#### **1. Board Liaison:**

1. Carry information and directives from the Kinross Creek Board of Directors to the Maintenance Committee.
2. Carry information and directives from the Maintenance Committee to the Kinross Creek Board of Directors.
3. Liaison with the Major and Minor Project Managers with regards to contracting/Board of Directors approval etc.
4. Open the Chlan Centre and the Office for each Maintenance Meeting; the second Tuesday of every month at 7:00pm.
5. Make a Maintenance Committee report to the Board and a Board Report to the Maintenance Committee each month.
6. Have signing/ordering authority for CHF Bulk Purchasing Programs
7. Assign a knowledgeable replacement when away.
8. Hold Credit Card/Ordering/Signing Authority for all Venders

#### **2. Chairperson:**

1. Prepare all meeting agendas.
2. Ensure all agendas/minutes have been prepared and delivered.
3. Conduct all meetings according to Robert's Rules.
4. Ensure all meetings are focused, timely, and efficient.
5. Assign a knowledgeable replacement when away.
6. Hold Maintenance Committee Petty Cash.
7. Prepare Petty Cash Reports.

#### **3. Treasurer:**

1. Oversee all invoicing procedures and policies of Kinross Creek and the Act are adhered.
2. Ensure accurate tabulation of all stocked and consumed inventory. A copy of invoices/inventory slips to be given to the Secretary for filing in the Member's File.

### **Treasurer continued:**

3. Liaison with the Finance/LTP Committee: Carry information and directives from the Finance/LTP Committee to the Maintenance Committee. Carry information and directives from the Maintenance Committee to the Finance/LTP Committee.
4. Work with the Major and Minor Project Managers with regards to budgets.
5. Ensure completion of yearly budget for the Maintenance Committee.
6. Report on current budget at each maintenance meeting.
7. Hold Credit Card/Ordering/Signing Authority for all Venders

### **4. Secretary**

1. Record and complete all Maintenance Committee Meeting Minutes, to be given to Committee Chair.
2. Prepare all correspondence.
3. Ensure all copies of agendas, minutes and other relevant documents are in the office binders.
4. Filing.
5. Prepare monthly newsletter submission.
6. Check messages on office answering machine and distribute to the appropriate departments.

### **5. Blocks Manager:**

1. Organize/record/distribute all pink forms.
2. Ensure pink form completion.
3. Carry the keys to the Maintenance Storage Room.
4. Prepare a detailed report for each monthly meeting.
5. Assist all Block Organizers with pink form completion/emergencies.
6. Provide Block Organizers with supplies as requested.
7. Complete purchase order forms.
8. Complete inventory forms.
9. Identify trends and common issues.
10. Assist with yearly budget preparation.

**Blocks Manager continued:**

11. Keep an updated list of approved tradespersons.
12. Assign a knowledgeable replacement when away.
13. Hold Credit Card/Ordering/Signing Authority for all Venders

**6. Block Volunteers:**

1. Contact members with pink form requests.
2. Assess where possible and advise Blocks Manager for need of tradesperson.
3. Request materials from Blocks Manager and supply to member as per pink forms.
4. Update Blocks Manager of reoccurring issues, and/or trends.
5. Complete pink forms where applicable.
6. Return completed pink forms to Blocks Manager for filing.

**Block A:**

Hollyhock Lane

**Block B:**

Curate Wynd Even (less 8020 & 8022)

**Block C:**

Curate Wynd Odd (plus 8020 & 8022)

**Block D:**

Tolbooth (3501-3523)

**Block E:**

Tolbooth (3525-3549)

**Block F:**

Swansacre



## **7. Major Projects Manager:**

A manager to be assigned per project.

1. Organize and ensure completion of each project with an estimated value of \$1500 or more.
2. Report each month or as necessary to the Maintenance Committee and Board of Directors.
3. Ensure all policies and procedures are completed in accordance with Kinross Creek and the Act.
4. Create Proposals if necessary.
5. Ensure Board signed contract is completed as specified.
6. Work with the Liaison and the Treasurer.

## **8. Minor Projects Manager:**

A manager to be assigned per project.

1. Organize and ensure completion of each project with an estimated value of \$1499 or less.
2. Report each month or as necessary to the Maintenance Committee and Board of Directors.
3. Ensure all policies and procedures are completed in accordance with Kinross Creek and the Act.
4. Create Proposals if necessary.
5. Ensure Board signed contract is completed as specified.
6. Work with the Liaison and the Treasurer.

## **9. Maintenance Planner/Inventory:**

1. Create & Update calendar of reoccurring activities.
2. Report to the Maintenance Committee each month.
3. Organize scheduled work to be completed as per Maintenance and Board approval.
4. Organize two Maintenance work parties.
5. Ensure all policies and procedures are completed in accordance with Kinross Creek and the Act.
6. Carry the keys to the Maintenance Storage Room.
7. Record and track all inventory used and consumed.

## 4. Policies & Procedures:

### 1. Unit Maintenance

Purpose of the Policy:

To identify the responsibilities of members and the co-op in keeping units in good repair and marketable.

Policy:

#### Member responsibilities

1. Units must be kept in a sufficient state of repair and cleanliness to make sure the is:
  - No health or safety risk to members or undue financial risk to the co-op, and
  - A reasonable life expectancy for capital items
2. Members are responsible for minor repairs and maintenance as defined in the member's responsibility list.
3. Members must report immediately, in writing, damage or needed repairs in their unit, which may pose a health, safety, or financial risk to the co-op.
4. Members are responsible for all cleaning of their unit.
5. Hazardous materials must be stored and disposed of as per the City of Vancouver requirements.
6. Garbage and recycling must be stored and disposed of as per the City of Vancouver requirements.
7. Members must obey municipal regulations regarding fire codes, emergency access, etc.

#### Co-op Responsibility

1. Units will be maintained to ensure health, safety and the continued marketability of the units.
2. Appliances, equipment, and furnishings supplied by the co-op will be kept in working order and useable condition.
3. The co-op will replace capital items according to the replacement reserve plan schedule. Capital items may be replaced sooner:
  - to improve unit marketability,

- where move-out makes replacement convenient and cost effective, and
  - as needed due to extraordinary wear or damage.
4. The co-op will use licensed professional trades people for plumbing, electrical, and other work as required by building code.
  5. The co-op will provide each unit with a list that describes the unit items, necessary maintenance and whether the member or co-op is responsible for maintenance and associated costs.

## **2. Paint and Alterations (Units)**

### **Purpose of the Policy:**

To maintain co-op property and set out co-op requirements for members who wish to paint, alter or improve their units.

### **Policy:**

#### Wall treatments

1. Members must use paint types and colours specified by the co-op upon move out.
2. Units will be supplied paint every five years (upon request). One gallon of paint will be provided for each room of the unit.
3. Textures ceilings to be completed by a tradesperson.

#### Minor Alterations

1. Members may attach pictures, paintings, shelving, and other objects to their unit's interior. Members will be responsible for any repair or re-painting resulting from installation or removal of minor alterations, or improvements, as required by the co-op.

#### Major Alterations/Structural Changes

1. Any major alterations or structural changes must comply with the Occupancy Agreement.
2. The Board before any work begins must approve any major alterations, in writing.

### **3. Building and Exterior Maintenance:**

#### **Purpose of the Policy:**

To identify the responsibilities of members and the co-op in keeping building exteriors and property in good repair and marketable, and  
To prolong the life of the co-ops building and property through planning and routine and preventative maintenance.

#### **Policy:**

##### Member Responsibility

1. Members are responsible for minor repairs and maintenance to building exteriors as defined in the member responsibility list.
2. Members must immediately report, in writing, any building or property damage or needed repairs that may pose a health, safety, or financial risk to the co-op.
3. Members are responsible for routine exterior maintenance of their unit including: window washing, sweeping sidewalks, cleaning lower level gutters, keeping building foundations free of plant growth and soil, etc.
4. Patios, balconies, decks, garage and parking areas must be kept clean and tidy.
5. Balconies, patios, decks and parking areas may not be used for storage.
6. Changes to unit exteriors such as signs, fixtures, painting, decorations, etc. may not be made without prior Board permission (in writing).
7. Garbage and recycling must be stored and disposed of as defined by the City of Vancouver.
8. Members must obey municipal regulations regarding fire codes, emergency access, etc.

##### Co-op Responsibility

1. Co-op buildings and property must be kept in a sufficient state of upkeep and repair to make sure that there is:
  - No health or safety risk to people or undue financial risk to the co-op
  - A reasonable life expectancy for buildings and co-op property, and
  - An enhanced and continued marketability of the co-op.

2. Co-op tools and equipment will be kept in working order and useable condition.
3. The co-op will paint, maintain, repair or replace co-op property and building exterior items according to the co-op maintenance and replacement reserve plan schedule or to ensure the health, safety and marketability of the co-op.
4. The co-op will establish and follow a regular schedule of preventative maintenance routines for major building components, machinery and fire protection equipment.
5. The co-op will use licensed professional trades people for necessary plumbing and electrical and other work as required by building codes.
6. The co-op will provide each unit with a list that describes building exterior items, necessary maintenance and whether the member or co-op is responsible for maintenance and associated costs.

#### **4. Keys & Locks:**

See new Keys and Locks Policy and Procedures document 2009-09-22

#### **5. Inventory**

##### **Purpose of the Policy:**

To keep an accurate accounting of all supplies and materials, and  
To keep accurate records for co-op future planning purposes.

##### **Policy:**

1. The co-op will annual count all inventory of supplies and materials.
2. All supplies and/or materials consumed will be totaled in an inventory log and a copy will be attached to the maintenance request form and place in the unit's file.
3. Keys to the maintenance storage room will be limited to three Maintenance Committee Members.
4. All supplies must be labeled correctly.

## 6. Contracting

### **Purpose of the Policy:**

To ensure all contracting for the co-op is done in an ethical manner, in keeping with the co-op's rules, policies and the Co-op Act.

### **Policy:**

1. Only the Board of Directors has authority to contract for the Co-operative. All contracts involving the Co-operative must be approved by the Board of Directors. The Board of Directors may delegate authority to contract on behalf of the Co-operative and to certify that work or services contracted for have been satisfactorily performed.
2. Members of the Board of Directors and Board Committees must not place themselves in a position of apparent or actual conflict of interest regarding contracts of the Co-operative.
3. Contracts between the Co-operative and members of the Board of Directors are not permitted.
4. Every contract will clearly define the services to be provided, will specify completion dates, and method of payment.
5. The Treasurer will maintain a contract inventory system that records the cost, start, and end dates, and signing parties for each contract.
6. Amendments to a contract must be in writing and initialed by the original signing parties.

PROCEDURES: (approved by Board of Directors 2010-05-16)

1. Procedures for contracting are intended to address the following considerations:
  - a) the work should be clearly defined;
  - b) there must be a recognized need for the work;
  - c) consideration is given to using member resources;
  - d) the contract is cost efficient;
  - e) the CMHC Operational Agreement is met,
  - f) the authority of the Board of Directors is not breached.
2. For all new contracts over \$5,000 three quotes will be solicited for each contract.

3. A list of Board of Director approved contractors for routine work of \$5,000 or less should be approved annually. These contractors can be hired for work of up to a total estimated value of \$5,000 without additional Board approvals, by the committees with appropriate budget authorities. Annually a notice of tender for this work should be made. The tender shall include a request for submissions including but not limited to the following services:
  - General Labour (gutter cleaning, waste removal etc)
  - Handyman
  - Electrical
  - Plumbing
  - Painting
  - Inspection Services
  - Bathroom/Kitchen Renovations
  - Landscape/Arborist

Submissions shall include hourly rates, proof of WCB coverage, qualifications, etc.

4. All new contracts over \$10,000 should be Member approved (or Board of Directors approved in cases of emergencies). Three quotes should be solicited for each contract.
  - a. When a project or service can be thoroughly detailed, the proper procedure is to request tenders.
  - b. Invitations to tender must include the following statement:  
“THE LOWEST OR ANY TENDER WILL NOT NECESSARILY BE ACCEPTED”.
  - c. When a project or service cannot be set out in details without further information, the Co-operative may request proposals of estimates from contractors.
  - d. All contracts over \$5,000 must be in writing and approved by the Board of Directors (except in emergency maintenance situations).
  - e. The identity of the successful tender and the total cost of the successful bid must be made available to all members of the Co-operative.
  - f. Submitters of unaccepted tenders will be notified promptly in writing after a tender is accepted for the contract.
5. All spending from the Replacement Reserve must be approved by the Agency (except as otherwise specified by the Agency).
6. The Maintenance Committee will provide a monthly report to the Board on all new repair/maintenance contracts between \$1,500 and \$5,000.

7. That the Board will provide a report to the membership via General Meetings on all new repair/maintenance contracts between \$5,000 and \$10,000.

#### EVALUATION CRITERIA:

Tenders or proposals will be evaluated using the following criteria:

A: Quality of Tender or Proposal:

- 1) Meets CMHC Operational Agreement requirements,
- 2) Meets local regulations;
- 3) Satisfactory history of prior work;
- 4) References available;
- 5) Contractor has current licenses required;
- 6) Contractor carries liability insurance.

B: Costs:

- 1) Reasonable for the proposed work;
- 2) Affordable for the Co-operative.

C: Business Practices:

- 1) Use of subcontractors;
- 2) Guarantees;
- 3) State of Equipment;
- 4) Supervision of Employees;

D. Contractor Reliability:

- 1) Bondable;
- 2) Willing to sign written contract;
- 3) Willing to state completion dates and accepted penalties for late completion where appropriate;
- 4) Willing to accept lien holdback.

#### RESPONSIBILITIES:

Invitations to tender or to submit proposals should come from the relevant Board Committee. During negotiation with a potential contractor, details of the negotiations may be kept confidential when necessary. The details of the negotiations must always be available to the membership after the contracts are formed.



1. Committee Liaisons are responsible for compliance with contracting policies for all contracts involving that committee.
2. The person to whom the authority to oversee the contract has been delegated should ensure that contractors comply with contract terms and work is completed satisfactorily.
3. The person to whom the authority to oversee the contract has been delegated will provide written evaluation of the contract work after completion. The evaluation should include statements about:
  - 1) Cost;
  - 2) Quality of work;
  - 3) Completion time;
  - 4) Recommendations for future use of contractor.

#### STEP BY STEP GUIDELINE:

1. Committee defines nature of service or of goods to be contracted for.
2. Committee prepares clearly written description of service or goods for purposes of inviting tenders or proposals.
3. Committee advertises/solicits written tenders or proposals.
4. Committee opens all tenders or proposals at the same time.
5. Committee considers the relative merits of each.
6. Committee prepares recommendation to the Board of Directors.
7. Recommendations should include comparisons of tenders or proposals based on a minimum of three.
8. If none of the tenders or proposals are adequate or affordable, no tender should be selected.
9. When no tender or proposal is selected, the committee will inform all submitters that there were no successful tenders.
  - When no tenders are accepted, but the committee decides to proceed with the project, the committee should invite all submitters of tenders or proposals to resubmit modified tenders or proposals.

- When a tender or proposal is accepted, the committee will inform all the unsuccessful submitters promptly.
- The Committee will delegate a person responsible for overseeing the contract.

The overseer will submit a report to the Committee with regards to the contractor's performance.

## **7. Invoicing**

### **Purpose of the Policy:**

To ensure all financial and contracting policies of the co-op and of The Act are adhered.

### **Policy:**

All invoices must have the following completed before payment is made:

#### 1. For a vendor:

- Vendor's business name
- Vendor's address
- Vendor's phone number
- Invoice date
- Reference to the related unit address
- Description of the work done

#### 2. For a contractor's invoice:

- Contractor's business name
- Contractor's business address
- Contractor's phone number
- Invoice date
- Reference to unit address where the work is being performed.
- Description of the work performed.
- An invoice must be broken down by labour (# of hours performed times the hourly rate and/or flat rate guaranteed), materials (quantity times cost per unit), GST

and PST. All materials and labor related to the job should be included on one invoice.

- Contractor's GST number (if applicable) must be on the invoice.
- Contractor's WCB number must be on the invoice.

## **8. Petty Cash**

### **Purpose of the Policy:**

To ensure small items not planned in the annual budget, replacement reserve plan or other capitals plans are accurately accounted and assigned to each unit.

### **Policy:**

1. A monthly report (i.e. January 1 – January 31) must be submitted to the office by the 7th of the following month for all committees. It is important that the last day of the report be the last day of the month.
2. Petty cash is to be used sparingly and for small non-recurring expenses. All expenses from petty cash must be supported by documents showing their business purpose. A maximum limit of \$300 per invoice is allowed for petty cash usage. Petty cash spending is limited to \$300 per month, which is the maximum float amount of any petty cash account.
3. Petty cash should not be used for purchases where Kinross has an account with a vendor (i.e. General Paint, Home Depot, etc.).
4. Petty cash expenditures for services is discouraged. However, a maximum limit of \$100 per invoice can be used for services if deemed appropriate.
5. All receipts and invoices should be copied and attached to the maintenance request form and file in each unit's file.

## **9. Mileage**

### **Purpose of the Policy:**

To reimburse members for mileage expenses used in co-op volunteer work.

**Policy:**

1. Any member who incurs numerous trips for Kinross business can be reimbursed based on mileage/kilometers if prior approval of the committee's chairperson or board liaison is obtained. A member would be required to fill out a mileage report that states the date, destination, purpose of trip and number of kilometers driven. This report must be submitted to the committee chairperson by the last day of the month. A member will be reimbursed from the related committee's petty cash account or from the on-site coordinator of the external management company if no petty cash account is available.
2. Canada Revenue Agency currently allows \$0.455 per kilometer up to 5,000 kilometres per annum, then \$0.34 per kilometre. The Finance Committee will supply a mileage report template.
3. No mileage will be paid to a contractor. Any mileage incurred by a contractor must be included in the contractor's invoice.

**10. Purchasing****Purpose of the Policy:**

To purchase items and services on behalf of co-op members.

**Policy:**

Wherever possible items should be discussed and agreed upon at a Maintenance Committee Meeting (minutes should reflect decisions). See Petty Cash and Contracting Policies for further details.